alberta works

Employment and Training Services

Income Support

Child Support Services

Health Benefits

For Expected to Work and Not Expected to Work clients

Your Guide

Alberta

GOVERNMENT OF ALBERTA

This is a guide to the Alberta Works Income Support Program for Expected to Work and Not Expected to Work clients. Please keep it for future reference. It will help answer your questions about Income Support.

To find an Alberta Human Resources and Employment office near you, turn to the last pages of this guide.

If you have an emergency need when Alberta Human Resources and Employment offices are closed, call the 24-hour Income Support Contact Centre toll-free: 1-866-644-5135, or in the Edmonton area, call 644-5135.

If you have an inquiry about your cheque (e.g. when it will be deposited into your account) call the cheque information line at (780) 427-6942.

You can phone any Alberta government number toll-free by dialing 310-0000, then entering the number you need.
TTY only dial: 1-800-232-7215.
Toll-free cell phone access dial: *310 or #310.

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Introduction

Alberta Works is administered by Alberta Human Resources and Employment (AHRE) and helps unemployed people find and keep jobs, helps employers meet their need for skilled workers and helps low-income Albertans cover their basic costs of living. It includes four components: Employment and Training Services, Income Support, Child Support Services and Health Benefits.

Different people have different needs. That's why Alberta Works includes a number of different ways to help.

The Alberta Works Income Support Program helps people in Alberta who don't have enough money for the basics, like food, clothing and shelter.

This guide describes the benefits available to certain clients of Income Support: those who are Expected to Work and those who are Not Expected to Work. This guide doesn't deal with every situation. It is meant to summarize financial benefits and services that may be provided to eligible clients through the Income Support Program. Eligibility and amounts paid are governed by the Income and Employment Supports Act and regulations and are subject to change.

If you have questions, please call or visit the nearest Canada-Alberta or Alberta Service Centre. A list of service centres is available on page 35.

If you are unable to find the information you require please contact the 24-hour Income Support Contact Centre in Edmonton at (780) 644-5135, outside of Edmonton toll-free at 1-866-644-5135 or by e-mail at ISCC@gov.ab.ca.

To share your comments on this guide or to order a copy, phone
AHRE Communications
Edmonton area: (780)-427–5585
Toll-free: 310–0000 and then enter 780–427–5585
E-mail: ahre.communications@gov.ab.ca

If you have an inquiry about your cheque, contact your worker or call the cheque info line at (780) 427-6942. This guide is also available online at www.gov.ab.ca/hre/albertaworks.

Employment and Training Services

Job-hunting is hard and takes time, but it is important to keep looking. You never know when the next lead might result in a job.

Services to help you with your job search

Alberta Works offers a variety of services to help you find work. There is no charge to use these services. You can go to a Canada–Alberta Service Centre or an Alberta Service Centre to check the job listings and ask about jobs and training.

Labour Market Information Centres (LMICs)

Labour Market Information Centres are located in some Alberta Service Centres and in all Canada–Alberta Service Centres. LMICs have labour market and career information, books, newspapers, software, audio/video materials and, in some locations, staff to assist you with your questions. Many LMICs also provide free access to computers and the Internet, telephones, fax machines and photo-copiers for work search purposes.

To learn more about job search services, visit one of the service centres listed on page 35, go to www.gov.ab.ca/hre/ets or call 1–800–661–3753.

Career Information Hotline

Career Advisors can provide you with answers to questions on work search skills, career planning, educational funding, occupational descriptions, educational options, and available resources.

Call the Career Information Hotline
Edmonton: (780) 422–4266
Outside Edmonton: 1–800–661–3753

Canada–Alberta Job Order Bank Service (JOBS)

This job bank service provides a listing of available jobs.

Call 1–800–727–2925, or go to www.jobbank.gc.ca

Alberta Learning Information Service (ALIS)

The ALIS website links you to information about career planning, post-secondary education and training, funding, job searching, and labour market trends. If you do not have access to the Internet, access is available through Labour Market Information Centres and Canada–Alberta Service Centres, as well as most public libraries in the province.

The website is www.alis.gov.ab.ca

Youth Connections

Youth Connections provides career and employment information and assistance to people 16 to 24 years of age.

For office locations, call 1-800-661-3753 or go to www.youthconnections.gov.ab.ca

Skills development and training

Alberta Works offers a range of programs that can help you find work. Whether you need work experience, academic upgrading, language courses, job skills training, advice or more information there is help available to you.

Some programs provide on-the-job training; others give you the skills or training you need to find a job. Income Support may be available to help support you while you receive occupational training or attend classes or courses.

No matter what the program, each is designed to provide you with an opportunity to enhance your skills or experience. These programs can help you become independent so that you can support yourself and your family. Ask your Career and Employment Consultant for details.

Your client investment plan

To help you find a job, you may be referred to a Career and Employment Consultant (CEC). Your CEC will ask you about circumstances in your life that may affect your ability to work. You can expect to be asked questions about education, work skills and work experience, as well as your family situation and the health of you and your family.

You can work and still be eligible to receive Income Support. See page 16 for details on earnings exemptions.

Together, you and your CEC will plan a series of steps that you agree to take so you can return to work as soon as possible. This is your client investment plan.

Once you have agreed on your investment plan, you may be expected to:

- *look for work every day,*
- *keep a record of where you looked for work, your applications and interviews,*
- *go to any appointment that may help you find work,*
- *go to workshops or programs,*
- *tell your financial benefits worker when you get a job,*
- *try to increase your hours if you are working part-time, and*
- *actively seek other work with higher pay.*

It is important to follow through on your investment plan so that you can continue receiving Income Support benefits. If you do not, your benefits may be reduced or cancelled.

Income Support

QUALIFYING FOR INCOME SUPPORT

You may qualify for Income Support if:

- *you are doing everything you can to find a job if you are able to work, and*
- *you and your spouse/partner have income less than the financial benefits provided under Income Support (see page 8), and*
- *you or your spouse/partner are 18 or over, and*
- *you live in Alberta, and*
- *you agree to apply for all resources available to support you and your family, including child support, and*
- *you and your spouse/partner have assets lower than the limits allowed under Income Support (see page 9).*

If you do not qualify for ongoing benefits, you may still qualify for one-time assistance to meet a short-term need.

Although our ability to provide service requires that we collect personal information about you, we take measures to ensure the privacy and confidentiality of that information, as required by the Freedom of Information and Protection of Privacy (FOIP) Act. The information you provide may be matched and verified with other sources, agencies and governments.

A spouse is a legally married partner – a husband or wife.

Partners are: two adults who are not related by blood or adoption and share one another's lives, are emotionally committed to one another, and function as an economic and domestic unit; or who have a child together by birth or adoption; or who have entered into an adult interdependent partner agreement. Partners can be related if there is an agreement in place.

If you are a student

If you are attending or planning to attend a post secondary institution, college or university, you may be eligible for a student loan and/or grants through Alberta Learning (Students Finance).

For more information on learning and work, contact the nearest Canada-Alberta or Alberta Service Centre (listed on page 35 of this guide) or visit the department's website at www.gov.ab.ca/hre.

For Learner and student finance information contact the Student Funding Contact Centre
Edmonton: (780) 427-3722
Toll-free: 1-800-222-6485
Web: www.alis.gov.ab.ca/studentsfinance

If you need training to get or keep a job

Low-income adults who need to improve their job prospects through occupational training or by attending classes or courses, may be eligible for help through Income Support. Tuition, books, supplies and a living allowance may be covered for eligible people.

If you qualify you will be classified in most instances as a Learner, which is a client category different than Expected to Work or Not Expected to Work.

For more information please contact your financial benefits worker or Career and Employment Consultant. If you do not have a financial benefits worker or Career and Employment Consultant please contact the nearest Canada-Alberta or Alberta Service Centre or visit www.gov.ab.ca/hre. You can also call the Career Information Hotline in Edmonton at (780) 422-4266, or toll-free at 1-800-661-3753.

If you are waiting for Employment Insurance (EI)

If you are waiting for EI benefits and need Income Support you will be required to sign a form agreeing to repay the Income Support benefits you receive. A weekly deduction will be made from your EI benefits until the amount you received from Income Support is paid back. If you refuse to sign the form, you will not be eligible for Income Support.

If you need emergency assistance

The eligibility rules for emergency assistance are different than the eligibility rules for ongoing Income Support benefits. If you are in Alberta and do not have the resources you need in an emergency situation, Income Support may help you. The situation must present a severe health risk and must have occurred due to circumstances beyond your control.

Please contact a Canada-Alberta or Alberta Service Centre (listed on page 35) or call the 24-hour Income Support Contact Centre toll-free at 1-866-644-5135, or in Edmonton at 644-5135, for details.

If you are an immigrant

If you are a refugee claimant or a permanent resident (previously called landed immigrant) and do not have the resources to meet your basic needs, you may qualify for Income Support. Tourists, students, temporary workers, persons illegally in Canada, persons on a Minister's Permit, or those who have been denied refugee status are not eligible.

If you were sponsored, your sponsor agreed to support you for a period of time after you arrived in Canada. It is your sponsor's responsibility to pay for what you need. You may be eligible for Income Support if your sponsor has lost a job, did not fulfill their responsibilities, or if you need to leave an abusive situation or have been abandoned.

Your sponsor may be expected to go with you when you apply for Income Support and is required to repay the Alberta government any money you receive.

CLIENT TYPES

To qualify for Income Support, you and your family will be assessed depending on ability to work and placed in a group or category that determines benefit levels and work expectations. Once individuals are assessed, the family is placed in a group or category. If any adult member of the family is able to work, the entire family receives the benefits for the Expected to Work category, unless an adult member of the family is assessed with a severe handicap as defined by the AISH program. In that case, the entire family receives the benefits for the Not Expected to Work category.

Expected to Work

- *You are working part-time or your income is less than the financial benefits provided under Income Support. You are expected to keep working. If you work part-time, you are expected to find full-time work. See page 16 for information on earnings exemptions.*
- *You are able to work but do not have a job. You must show that you are making an effort to find work. See page 3 for more information about Employment and Training Services.*
- *You are temporarily not available to work for a short time, perhaps because you are ill, you have a child under six months of age, you recently left an abusive relationship, or another reason approved by your worker. You are expected to plan for your future and begin looking for a job when your situation changes or your health improves.*

Not Expected to Work

- *You are an adult with a permanent disability that severely impairs your ability to earn a livelihood, as defined by the Assured Income for the Severely Handicapped (AISH) program and you require benefits that are not provided under the AISH program. You will receive a "handicap benefit."*
- *Your worker has determined you have multiple barriers or suffer from a chronic medical condition that inhibits your ability to seek and accept employment, but these barriers are not a permanent disability as defined by the AISH program.*

  Not Expected to Work clients may receive a personal needs supplement and slightly higher Income Support core benefits.

YOUR INCOME AND INCOME SUPPORT

Your household income, and where it comes from, affects whether you will qualify for Income Support and how much money you will receive.

Some types of income are deducted dollar for dollar from your Income Support benefits. For example:*

- *Employment Insurance (EI) payments*
- *Workers' Compensation and other sickness or accident insurance payments*
- *Canada Pension Plan (CPP) benefits*
- *Child/adult support*
- *Survivor's benefits*

Some types of income are partly deducted from your Income Support benefits. For example:*

- *Employment earnings while you receive Income Support (see page 16 for earnings exemptions)*
- *Money from a person who pays you room and board (25% deducted)*
- *Money from renting part of your home (50% deducted)*

Some of your income is not deducted at all from your Income Support benefits. For example:*

- *Net employment income of each dependent child who is attending school*
- *Canada Child Tax Benefit*
- *Goods and Services Tax (GST) credits*
- *Gifts of money less than $75 per person per month (any amount over $75 will be deducted dollar for dollar)*

*These are not complete lists. The complete list is contained in the regulations governing the Income Support Program.

YOUR ASSETS AND INCOME SUPPORT

Assets are things you have that are worth money, such as RRSPs or property. A liquid asset is something you can sell or convert to cash quite easily.

You may be expected to access or liquidate some of your assets to support you and your family. The amount of assets you can have and still receive Income Support depends on your ability to work and whether you have dependants (see the chart below).

The following are not counted as assets when determining your eligibility for Income Support, and you are not expected to sell them:

- *a house of reasonable value that you live in,*
- *up to $5,000 per adult in a Registered Retirement Savings Plan,*
- *Registered Education Savings Plans and children's assets, or*
- *up to $5,000 equity in vehicles and any amount of equity in a vehicle adapted to accommodate a disability.*

*This is not a complete list. Please visit www.gov.ab.ca/hre/albertaworks to link to the regulations that govern the program.

Maximum Assets	
Expected to Work	Not Expected to Work
You can have cash and liquid assets (assets that can be quickly converted into cash) of the same value as one month of your core benefits.	You can have cash and liquid assets up to twice the value of your core benefits.

- Core benefits in this case means the value of core shelter plus core essential benefits available for your situation, plus the maximum value of the National Child Benefit Supplement provided by the federal government for your family.
- See page 7 for information on Income Support client types.

APPLYING FOR INCOME SUPPORT

***Step one**: Pre-application*

You will need a pre-application package from a Canada-Alberta or Alberta Service Centre listed on page 35. This package has information about what you need to bring and what you need to do before your interview and application.

Staff must follow the rules in the Income Support Policy Manual to decide whether or not you qualify for Income Support. If you qualify, they also follow the rules to determine how much money you will receive. See page 33 for information about appeals.

The Alberta government sets Income Support benefits in regulation.

***Step two**: Interview*

An intake worker will meet with you to determine whether you are eligible for Income Support. To do this, the worker will complete an application form with you and ask about your income, assets and employment history. The application you sign is a legal document. Make sure you read and understand "the declaration." Do not sign the application until you are sure you have provided complete and true information about your family and financial situation. However, to be eligible for Income Support you will have to sign the form once you have verified the information.

The intake worker will talk with you about your expenses, your family, your health, your work history and the steps you've taken to support yourself. The intake worker will advise you whether you qualify for Income Support and the amount of your first benefit.

Each month, a number of clients have their eligibility and benefits reviewed by an Error Detection, Correction and Improvement worker. Your cooperation ensures the department has the correct information to assess your eligibility and benefits.

People who do not understand English may bring an interpreter from a community agency, a family member, or a friend to the interview. The interpreter must have photo identification (ID) with his or her name, signature and birth date. Interpreters are required to sign a legal form stating they have provided an accurate translation.

You will be given the name and phone number of your financial benefits worker. Your financial benefits worker is responsible for issuing your ongoing benefits and is your Income Support contact.

Alberta Human Resources and Employment deposits your Income Support benefits directly into your bank account. If you have a good reason for not using direct deposit, please discuss your situation with your financial benefits worker.

Normally, you will get one Income Support benefit payment each month. Benefits are usually deposited into your bank account by the fourth last banking day of the month. The payment you receive at the end of each month is for your expenses in the following month.

You will receive a monthly statement that includes:

- *the amount and date of your deposit,*
- *your benefit information,*
- *your Heath Benefits Card (see page 20), and*
- *your Client Reporting Card (see page 26).*

FINANCIAL ASSISTANCE

Core Benefit

The core essential benefit is for food, clothing, household supplies, personal needs, transportation and telephone. The core shelter benefit is for rent and utilities. Together the core shelter benefit and core essential benefit make up the monthly core benefit.

The amount of money you receive through Income Support depends on the size of your family, the number of adults, the age of your children, your ability to work and your financial resources.

Each application is reviewed on a case-by-case basis.

If you are a renter or homeowner, you may be eligible to receive the regulated maximum shelter amount. If your non-subsidized rent or mortgage payment is lower than the maximum shelter, you can keep the difference. You may want to take advantage of this feature by getting a roommate or moving to a cheaper place.

If you live in social (public/subsidized) housing, rates are a set amount because your shelter costs are subsidized by the Alberta government. If you are in public housing you may be eligible to receive an additional amount for electricity costs up to a certain limit.

Some people who live with extended family will be eligible for a $100 a month shelter benefit. You will qualify for this benefit if you:

- *are a parent with dependent children, or you are in the Not Expected to Work group, and*
- *live with your or your spouse's parents, adult child, grandchild or grandparent, and*
- *live in a room-and-board arrangement with your extended family.*

However, if you are responsible for shelter costs because you are on the lease/mortgage or in a self-contained unit, you will receive the full shelter amount.

Supplementary Benefits

You or a family member may be eligible for supplementary benefits, which provide additional money for particular needs. You may require these benefits every month or one-time only.

Some supplementary benefits have time limits, frequency limits, limits on the amount that can be issued, or repayment requirements. To determine your eligibility for these benefits and to ensure there are no errors that result in overpayments to you, you need to tell your worker if you have ever received these benefits as a Learner.

If you believe you meet the requirements for a supplementary benefit, discuss your situation with your financial benefits worker. Examples of supplementary benefits are on pages 14 and 15.

To find out how much money you would receive through Income Support, you must meet with an intake worker.

As an example, a single parent with two children ages 6 and 14 who is Expected to Work would receive about $880 a month as a standard benefit from Income Support and about $220 a month from the National Child Benefit Supplement.

A single person who is Not Expected to Work, with no dependants would receive about $635 a month as a standard benefit.

EXAMPLES OF SUPPLEMENTARY BENEFITS

Ask your financial benefits worker about the verification required to receive these benefits.

AADAC Allowance
You require treatment in an AADAC residential facility (includes the cost of the per diem room and board rate plus transportation to an AADAC facility and return to the community).

Additional Shelter
Your shelter costs are higher than Income Support rates, and your health would be endangered by a move (substantiated by a medical doctor or a psychiatrist), or your accommodation has been adapted for your disability, or your family has six or more people where no suitable accommodation is available.

Children's School Allowance
You have children in school up to Grade 12. (This benefit is issued once per year, usually at the beginning of the school year.)

Community Living Start-Up Allowance
You have been in an institution as a result of a disability or mental illness and are leaving to establish a residence in the community. (An institution refers to a place that provides intensive care to disabled people such as Michener Centre or Alberta Hospital, Edmonton and Ponoka.)

Damage Deposit
You leave an abusive situation. Verification by police, staff at a shelter, or other professional may be required.

Emergency Allowances
You have an emergency that meets the following conditions:

- *the situation presents a severe health risk, and*
- *you cannot wait until the next benefit period or access other available resources, and*
- *the situation occurred due to unforeseeable circumstances that were beyond your control.*

For example: emergency costs of additional food, clothing (such as replacement clothing due to fire), child care, shelter, medical transportation, essential major appliance repairs, essential house repairs and other emergency needs such as utility arrears if utilities are to be disconnected. You may be required to repay emergency allowances, such as payments for utility arrears to avoid disconnection.

Employment Maintenance Allowance
You have dependent children, are working, including self-employment, and have declared income.

Employment, Training and Transition Supports
You are looking for work or started work or are starting or participating in a training or employment preparation program.

Babysitting
You have a babysitter who is not living in your household and is not a parent of your child, who is providing childcare while you look for work or attend school.

Day Care
You have applied for a day care subsidy. (Income Support may cover the parent portion of the day care cost and deposit or registration fees.)

Earnings Replacement Benefit
You and your spouse/partner are both in the Expected to Work category, but temporarily unable to seek or obtain employment due to illness or family care responsibilities or another reason approved by your worker.

Escaping Family Violence Benefit
To help with the costs associated with establishing a new home after leaving an abusive situation.

Handicap Benefit
You are assessed as severely handicapped, as defined by the Assured Income for Severely Handicapped (AISH) program.

Medical and Surgical Supplies
You require medical or surgical supplies not available from the Alberta Aids to Daily Living program.

Medical Transportation
You require regular access to medical services covered by the Alberta Health Care Insurance Plan for severe health problems.

Moving Expenses
You need to move within Alberta for confirmed full-time employment in Alberta, or you are fleeing an abusive relationship.

Natal Allowance
You are at least 36 weeks pregnant or have given birth to a child within the past six months.

National Child Benefit Supplement (NCBS) Replacement Benefit
You are not receiving the full federal NCBS for your child(ren).

Non-emergency Travel
You require transportation to approved medical services, AADAC treatment facility, court when required by Alberta Human Resources and Employment, or a place of safety. (May include transportation, food, accommodation, and childcare.)

Out-of-Province Moving Costs
You are moving out of Alberta because you are fleeing an abusive relationship, accessing financial and/or social support of family and friends, or moving for confirmed employment.

Personal Needs Supplement
You are a Not Expected to Work recipient.

Special Diets
A physician, registered dietician or public health nurse confirms that you or a family member require a special diet such as high protein, gluten-free, pregnancy, restricted sodium, diabetic, or special infant diet.

Utilities
You have utility costs other than the ongoing costs covered under your shelter benefit, such as connection charges or deposit fees. (You may be eligible for the deposit, connection, and reconnection fees for each utility. This does not cover telephone or cable.) You may be required to repay these benefits.

EARNINGS EXEMPTIONS FOR EMPLOYMENT INCOME

You can increase your total income by working. You always keep all of your employment earnings. When you receive ongoing financial assistance through Income Support only a portion of your employment earnings are deducted when your benefits are calculated. This is called an earnings exemption. The amount of your earnings exemption depends on your family situation.

Family Type	Earnings Exemption on net income
Singles	$115 a month + 25% of additional earnings.
Couples (with or without children)	$115 a month + 25% of additional earnings for each working adult.
Single parents	$230 a month + 25% of additional earnings.

If you are a parent with dependent children or are receiving Income Support as a Not Expected to Work (NETW) client and your employment earnings become too high to qualify for Income Support, you can receive health benefits for you and/or your dependants through the Alberta Adult Health Benefit. There are other conditions under which you can receive the AAHB, which are described on page 21. Please visit www.gov.ab.ca/hre/ahb for more information or contact your financial benefits worker. Please turn to page 23 for more information on Health Benefits covered by Income Support.

If your employment earnings decrease, phone your financial benefits worker to see if you qualify for Income Support benefits again. You will need to reapply for Income Support to qualify for assistance again.

If you are a single person or a childless couple in the Expected to Work category and your earnings become too high to qualify for Income Support, you will stop receiving benefits. You will need to reapply for Income Support if you need assistance again.

To learn more about earnings exemptions, talk to your financial benefits worker.

Child Support Services

Child Support Services helps parents receiving Income Support and the Alberta Adult Health Benefit get child support agreements or orders.

These services are important, because they establish the child's right to financial support from the other parent – and that support continues after the parent leaves Income Support.

Child Support Services appointment

While you are receiving Income Support or Alberta Adult Health Benefits, you are expected to access all available resources to support yourself and your family, including child support. Single parents and parents of blended families receiving financial assistance/health benefits are required to meet with a Child Support Worker to discuss the best way to get support. This could mean:

- *reviewing your court documents,*
- *going to court, and*
- *making sure any child/adult support order or agreement you have is registered with the Maintenance Enforcement Program (MEP) when the non-custodial parent is not paying.*

If you do not attend your Child Support Services appointment, your benefits may be delayed. Before your appointment, a Child Support Worker will tell you what documents you must bring with you.

Your Child Support Worker will:

- *discuss your circumstances relating to support,*
- *help locate the other parent and establish paternity, if appropriate,*
- *discuss the financial situation of yourself and the other parent and use established guidelines to decide on the appropriate amount of child support,*
- *try to have the other parent agree to pay support by agreement or consent order,*
- *if necessary, seek a court order directing the other parent to pay support for your child/children, and*
- *if necessary, register any new court order or agreement with MEP.*

Child Support Services can continue to provide this help even after you stop receiving financial/health benefits.

Child support and your benefits

Your Income Support benefits are reduced by the amount of child support you receive. In some cases, to provide you with the security of knowing how much money you will receive each month, you are given full benefits and the other parent sends child support payments to the Alberta government. Remember, you must let your financial benefits worker know about any child/adult support you receive.

For more information about Child Support Services:
Edmonton (780) 415-6400
Calgary (403) 297-6060
Outside Edmonton or Calgary:
Call toll-free 310-0000 and ask for the Child Support Services office nearest you

Or go to the Child Support Services section of the Alberta Human Resources and Employment website at www.gov.ab.ca/hre/css

Brochures available on request

When you leave Income Support

Child Support Services can continue to help you obtain a child support order or agreement unless you tell your worker you do not want this service.

You must contact the Maintenance Enforcement Program (MEP) as soon as you stop receiving Income Support benefits if your child/adult support order or agreement is registered with MEP and payments have been directed to the government. MEP will send any child support payments directly to you and not to the government. This is important as it means you will have more money to help you support your family.

Child Support and Alberta Adult Health Benefit

The other parent may pay support to you, or Child Support Services may register the support order/agreement with MEP who will forward any payments made to you. Alberta Adult Health Benefit clients must remain registered with MEP while receiving benefits.

Child Support Services can continue to help you obtain a child support order or agreement after you leave AAHB unless you tell your worker you do not want this service.

To contact Maintenance Enforcement Program:
Edmonton: (780) 422-5555
Outside Edmonton: 310-0000 toll-free and enter 422-5555
E-mail: alberta.mep@gov.ab.ca
Web: www.gov.ab.ca/just/mep

Mail: Maintenance Enforcement Program
7th Floor, J.E. Brownlee Building
10365 97 Street
Edmonton, Alberta T5J 3W7

MORE INFORMATION FOR PARENTS

If you have a dependant living with you who is 18 or 19 and still in high school the parent can receive benefits on their behalf. The student needs to sign a consent form.

National Child Benefit Supplement (NCBS)

NCBS is part of the monthly federal government Canada Child Tax Benefit. You must file an income tax return to receive this cash payment. Your Income Support benefits are based on the assumption you are receiving the maximum NCBS. If you are not, contact your financial benefits worker as you may be eligible for a NCBS replacement benefit.

Alberta Adult Health Benefit

If you are a parent with dependent children, you can keep receiving health benefits when you leave Income Support for work. See page 21 for more information about the Alberta Adult Health Benefit.

Child Care Subsidy Program

If you are employed, self-employed, attending school or in a training program, you may be eligible for the Child Care Subsidy Program. The program is operated by Alberta Children's Services and administered by your Child and Family Services Authority (CFSA).

For more information:
Phone: 310–0000 (toll-free) and ask to be connected with the nearest CFSA office.

Web: www.child.gov.ab.ca/whatwedo/childcare

Health Benefits

While you are eligible for Income Support, you and your dependants will receive premium-free Alberta Health Care Insurance and coverage for prescription drugs, eye exams and glasses, dental care, emergency ambulance services and essential diabetic supplies – unless you receive coverage through the Government of Canada. See page 23 for detailed information about the health services covered by Income Support.

You will receive a Health Benefits Card with your Income Support statement. It provides coverage for you and the dependants named on the card. You must present this card each time you require a health benefit. If you have a dependant added to your family after your Health Benefits Card is issued, you must contact your worker if the new dependant has health needs for that month.

If you have private insurance, your private insurance is billed first and your Health Benefits Card may cover remaining charges for eligible services.

All health benefits are audited and monitored. People who abuse health benefits may be required to repay the costs of these benefits.

Existing agreements between AHRE and health care professional groups determine what health benefits are covered by the Health Benefits Card. Decisions about what health benefits are covered cannot be appealed. If you are denied a health benefit because it is not covered by these agreements, you can ask for a review of the decision by the Health Benefits Review Committee. Please see page 33 for more information about the Health Benefits Review Committee.

Alberta Adult Health Benefit

You can keep receiving health benefits for you and your family when you leave Income Support for:

- *employment if you are an Expected to Work client with dependent children,*
- *employment if you are receiving benefits as a Not Expected to Work client, or*
- *Canada Pension Plan Disability (CPP-D) benefits if you have a severe disability as defined by the AISH program and have been receiving Income Support as a Not Expected to Work client.*

To keep receiving health benefits for you and your family, you must tell your financial benefits worker, by phone or through your Client Reporting Card, that you have left Income Support for employment or because of CPP-D. You will then receive health benefits through the Alberta Adult Health Benefit (AAHB) and will continue to receive a Health Benefits Card. See the next page for detailed information about the health benefits provided.

Child Support Services will continue to be provided to AAHB clients. See page 17 for more information about Child Support Services.

Your eligibility for AAHB, based on your financial situation, will be reviewed each September. You have the right to appeal decisions about your financial eligibility for the AAHB.

There are two types of income* thresholds for the AAHB. The first list is for Expected to Work clients who have dependent children, or people who are Not Expected to Work who leave Income Support for work:

Single person	$13,175
Couple without children	$18,445
Household unit with one child	$24,397
Household unit with two children	$26,397
Household unit with three children	$28,397

Plus $2,000 for each additional child

The second list is for people who leave AISH for work or CPP-D. These thresholds also apply to people on Income Support who are receiving the handicap benefit because they meet the AISH definition:

Single person	$17,256
Couple without children	$24,324
Household unit with one child	$28,324
Household unit with two children	$28,324
Household unit with three children	$28,397

Plus $2,000 for each additional child

For more information:
Phone your worker (call 310-0000 toll-free if you do not know the number) or go to www.gov.ab.ca/hre/ahb

Alberta Child Health Benefit

If you do not qualify for the AAHB, your child/children may be eligible for the Alberta Child Health Benefit (ACHB) when you leave Income Support. The ACHB provides premium-free health benefits to children living in low-income families. You must apply for the ACHB. There is no cost to enroll. You have the right to appeal decisions about your financial eligibility for the ACHB.

The income* thresholds for ACHB are:

Household unit with one child: $24,397
Household unit with two children: $26,397
Household unit with three children: $28,397
Plus $2,000 for each additional child.

For more information:
Phone 1-877-4-MY KIDS (1-877-469-5437)
Web: www.gov.ab.ca/hre/achb
E-mail: achb@gov.ab.ca

*Income in these instances is defined as either: last year's net income according to the Canada Revenue Agency's (CRA) Notice of Assessment plus non-taxable child support payments or current income for this fiscal year minus ongoing health costs.

Health Benefits Covered

Alberta Health Care Insurance Premiums

While you are on Income Support you do not have to pay Alberta Health Care Insurance Plan premiums. If you have a bill from Alberta Health Care Insurance, talk to your financial benefits worker.

When you leave Income Support, you can apply for Alberta Blue Cross Non-Group Coverage through Alberta Health and Wellness. To ensure continuous coverage of health benefits, you must apply within **30 days** of leaving Income Support or AAHB. You may also be eligible to have your health care premiums subsidized or waived through the Alberta Health Care Premium Subsidy Program. If you qualify for a waiver, your Alberta Blue Cross premiums will also be subsidized.

For more information about the Health Care Premium Subsidy Program:
Edmonton: (780) 427-1432
Outside Edmonton: 310-0000 (toll-free) and enter 780-427-1432
Web: www.health.gov.ab.ca/achip (click on Health Care Insurance Plan)

Prescription Drugs

The cost of most prescription drugs and some over-the-counter products, such as nutritional supplements and cold medication for children, is covered for you and your family. Most adults will have to pay $2 on their first three prescriptions per month. This is called a "co-payment." Children's prescriptions do not require a co-payment.

Not all drugs are covered. Coverage is limited to the prescription drugs included in the Alberta Health and Wellness Drug Benefit List and the Alberta Human Resources and Employment Drug Benefit Supplement List.

Some drugs require special authorization and documentation from your doctor. Your doctor or pharmacist can advise you if this applies to your prescription.

Income Support recipients may be restricted to one drug store. If that is your situation, you must choose the drug store you will use each month at the beginning of that month. If you must use a different drug store, you need to ask your financial benefits worker to approve the new arrangements and to authorize payment.

For more information about prescription drug coverage:
Web: www.gov.ab.ca/hre/prescriptiondrugs; or talk to your pharmacist.

Dental Services

All children in families receiving Income Support and adults in the Not Expected to Work category are covered for a yearly exam, dental cleaning, and other basic dental services.

Adults who are in the Expected to Work category receive dental coverage that is primarily limited to relief from dental pain and oral infection.

If you are denied a dental service because it is not covered by an existing agreement between AHRE and dental health care professional groups, you can ask for a review of the decision by the Health Benefits Review Committee. Please see page 33 for more information about this committee.

All Income Support recipients may obtain dentures through a denturist or dentist when required. Your first pair of dentures may be covered if required. A replacement pair of dentures is covered every five years. Repairs and relines are covered with limits on their frequency.

Details about dental coverage are available from your dentist. Pre-authorization of some dental procedures is required. Talk to your financial benefits worker.

Optical Services

Adults are covered for a routine eye exam and glasses every two years.

Children are covered for yearly eye exams through Alberta Health Care Insurance and for a new pair of glasses every year through Income Support.

There are maximum amounts allowed for glasses. Ask for information where you buy your glasses. Eyewear other than basic glasses and lenses may be covered when special medical conditions exist.

Alberta Health and Wellness covers eye exams when required for medical reasons (e.g. cataracts, glaucoma, retina problems) and performed by an ophthalmologist. Income Support does not cover these exams.

Emergency Ambulance Services

Emergency ambulance transportation is covered from the place a medical emergency occurs to the nearest medical facility.

Essential Diabetic Supplies

Essential diabetic supplies, including blood glucose test strips, lancets, penlets and injection supplies, are covered by Income Support. Ask for more information at your drug store.

ALBERTA AIDS TO DAILY LIVING (AADL)

AADL, a program administered by Alberta Health and Wellness, helps provide authorized medical equipment and supplies to people with a chronic disability or illness. Income Support does not upgrade what is supplied by AADL. Income Support recipients do not pay a co-payment fee on AADL supplies.

For more information on AADL:
Edmonton: (780) 427-0731
Calgary: (403) 943-2100
Outside Edmonton and Calgary: 310-0000 (toll-free) and then dial one of the above numbers

Web: www.health.gov.ab.ca (and click on Health Care Insurance Plan)

The Client Reporting Card (CRC)

When you receive Income Support, you will get a Client Reporting Card (CRC) with your direct deposit statement. You must fill out, sign, date, and return this card every month. The CRC provides your financial benefits worker with the information needed to process your Income Support benefits for the following month. If you do not return the card, you will stop receiving Income Support benefits.

You are required to:

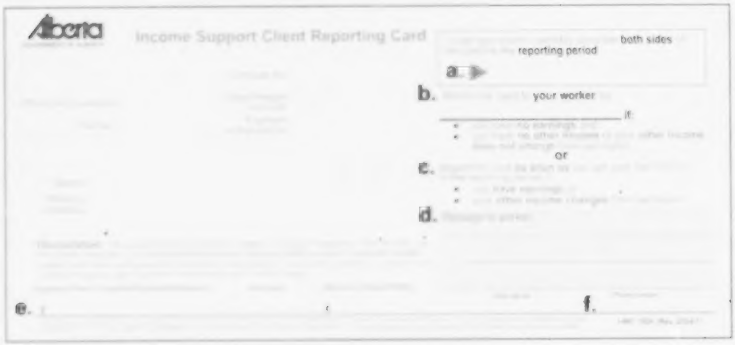
- *fill out both sides of your CRC every month (ink is preferred),*
- *answer all the questions on the CRC,*
- *report all your income, or any change in your situation,*
- *sign and date your CRC, and*
- *return your CRC to the Alberta Human Resources and Employment office as soon as possible.*

You need to report any change in your situation on your CRC. For example:

- *you buy or sell a car or any other asset,*
- *you begin to get child/adult support, Employment Insurance benefits, CPP or any other income,*
- *you move,*
- *you or another person in your family gets a job,*
- *your marital status or family size changes (including forming a common-law relationship), or*
- *your situation changes in any other way.*

If you send in your CRC and then have a change to report for that month, contact your financial benefits worker immediately.

HOW TO FILL OUT THE CRC



The Front

- ***a.*** *The information you give on your card describes your situation for the reporting period shown.*
- ***b.*** *Return the card by the 10th of the month unless you have earnings, new income or changes to other income.*
- ***c.*** *If you have earnings, or changes to other ongoing income, return your card with pay stubs or other proof of earnings attached, as soon as you get all of your income for the reporting period shown.*
- ***d.*** *Use this space to leave a message for your worker.*
- ***e.*** *Sign and date the declaration.*
  Note*: Both the head of household and spouse/partner must sign the CRC.*
- ***f.*** *Give a phone number where you can be contacted.*

HOW TO FILL OUT THE CRC *(continued)*

The BACK

You may be asked to prove information you give on this card.

	yes	no	
Do you have a spouse/partner (S/P) living with you?			01
Has the number of adults/children who live with you changed?			02
If yes, explain:			03

	You		S/P		
	yes	no	yes	no	
Looking for work?					04
Working?					05
Entering/looking for training or upgrading?					06
In school, training or upgrading?					07

Has your **shelter** information changed since last reporting period? yes / no 08

- **If yes, complete lines 09 to 15.**
- If no, go to line 16.

Change date: yyyy / mm / dd 09

Home address 10

Postal Code | Phone No. 11

☐ 1. Mortgage ☐ 2. Rent/Room and Board 3. Amount you pay monthly (including utilities) $ 12

4. Are you living with family? yes / no (relationship) ☐ 5. Social (Public) Housing ☐ 6. No shelter costs/ No fixed address 13

☐ 7. Other, please explain _____ 14

Declare **ALL** income except Income Support benefits you and your family/household unit get. **Attach proof of earnings, and changes in other income (e.g. pay stubs).** Enter **0** if you do not get income. **Do not leave blanks.**

	You	Spouse/Partner	
Net earnings (including tips)	$	$	16
Employment Insurance	$	$	17
Workers' Compensation	$	$	18
Pensions (including CPP)	$	$	19
Child Support/Adult Support	$	$	20
Band Payments	$	$	21
Any other money received? (e.g. cash gifts, winnings, interest, insurance money, Alberta Family Employment Tax Credit) Please explain:	$	$	22 23
Income from Boarders	$		24
Rental income	$		25
Federal Child Tax Benefit	$		26
RRSP Value	$		27
Life Insurance Cash Surrender Value	$		28
Vehicle Equity (Value of car minus amount owed)	$		29
Tax Refund	$		30
Cash/money in bank account (excluding most recent Income Support benefit)	$		31
Did you get, buy, sell, trade, cash in or give away any assets? If yes, explain:		yes / no	32 33
Earnings of each dependent child not in school	Child 1 $	Child 2 $	34

SIGN FRONT OF THE CARD

lines 01–07 If you answer "no" on line 01, leave column under spouse/partner on lines 04 – 07 and 16 – 31 blank.

line 02 If you answer "yes", explain on line 03.

lines 04–07 Answer the questions about work, training, school or upgrading.

line 08 If your shelter information did not change, answer "no" and leave lines 09 – 14 blank; or

If your shelter information changes answer "yes" and complete lines 09 – 14 (see Detailed Instructions on page 30).

line 15 From lines 16 through to 26, if you, or your spouse/partner do not get any income in the reporting period, put "0" in each box. Do not leave any blanks unless you do not have a spouse/partner.

lines 16–26 When you receive earnings from employment, attach your pay stubs. If your other income changes, attach proof of income.

line 22 If you include an amount in the "Any other money received" box, underline the type of money (winnings, interest, insurance money) or write down where the money is from. For example, damage deposit refund.

line 27-28 Indicate the value of any RRSPs or cash surrender value of life insurance you may have.

line 29 If you have a car, indicate the equity you have in the vehicle.

line 30 If you and your spouse or partner receive a tax refund, enclose the Notice of Assessment from Canada Revenue Agency.

line 31 State the amount of cash or money in the bank you and your spouse/partner have, not including your most recent Income Support payment.

line 32 Answer "yes" or "no" if you have bought, sold, cashed in or given away any of your assets, including those owned by your spouse/partner and explain on line 33.

line 34 If you have dependent children who are working and not attending school state their net earnings including tips, if applicable.

Detailed Instructions for Shelter Changes (Lines 08–14)

line 08 If you answered "yes," complete lines 9 – 14 where applicable.

line 09 Enter the date you moved.

lines 10, 11 Enter your new address, postal code and phone number. If your mailing address is different from your home address, write the mailing address on the front of the card in the "message to worker" area.

If you are paying rent, room and board or mortgage

line 12 #1. Check box if paying mortgage.

#2. Check box if paying rent or room and board, or sharing rent.

#3. Indicate the amount of rent, mortgage or room and board you are responsible for, including utilities.

line 13 #4. Answer "yes" or "no"; if "yes" state the relationship (e.g. parent, step-parent, grandparent, brother, sister, adult child).

#5. Check box if living in social housing.

#6. Check box if you are not required to pay rent or you have no fixed address.

line 14 #7. Check box if you have another living arrangement other than mentioned above and state the living arrangement.

Debts to Alberta Human Resources and Employment

Money owed to Alberta Human Resources and Employment is called a debt. The Income Support application form you sign advises you that the department has the right to collect money owed to the department.

You will be asked to repay the benefits you received through Income Support when:

- *you received a benefit to which you were not entitled, perhaps because of a government error or because information about your situation was no longer accurate, or*
- *you do not use a benefit for its intended purpose. For example, you were given money to cover babysitting costs and you did not pay the babysitter, or*
- *you are issued a benefit you agreed to repay, such as money for home repairs.*

You can prevent debt repayment by immediately telling your worker about any changes in your circumstances that may affect your benefits (e.g. a dependent child is no longer living with you or your income increases). You may notify your worker on your Client Reporting Card (CRC) or by phone.

When you have a debt

When Alberta Human Resources and Employment determines that you have a debt, a worker calculates the amount you owe. You will receive a letter and a debt notice, which explains the reason for your debt and how your debt was calculated.

If you think there is a mistake with the calculation of your debt, phone your worker. You also have **30 days** after being advised about your debt, either verbally or in writing, to appeal the decision. See page 33 for more information on appeals.

Repaying your debt

While you receive ongoing Income Support, a debt payment is automatically deducted from your monthly benefit. The normal monthly deduction depends on the number of adults in your family unit, and whether you and your spouse/partner have earned income. Your monthly deduction may be increased or decreased based on your individual circumstances.

If you are making regular debt payments, you will receive an Annual Statement of Debt that includes:

- *the total amount you owe,*
- *the amount you have paid, and*
- *the balance owing.*

Your worker can also provide you with this information.

When you stop receiving Income Support, a letter will be mailed to you advising you of the amount you owe Alberta Human Resources and Employment (AHRE). To avoid your file being referred to a private collection agency, you must make reasonable payments on your debt after you stop receiving Income Support.

Please advise AHRE when you move.

You can pay your debt, by cheque or cash, at the nearest Canada-Alberta or Alberta Service Centre (listed on page 35). You can also send a cheque or money order, payable to the Minister of Finance to:

Alberta Corporate Services Centre
Alberta Human Resources and Employment
Collections Unit
P.O Box 11417
Edmonton, AB T5J 3E4

Your Right to Appeal

If Alberta Human Resources and Employment refuses, cancels or changes your Income Support benefits, you have the right to appeal the decision. You can also appeal if you are found not to be eligible for the AAHB or the ACHB because your income is too high. Administrative issues, such as changing your worker, cannot be appealed. However, you can discuss problems with your worker's supervisor.

You cannot appeal the health benefits coverage rates, for instance if your dental costs are higher than those covered by the Alberta Government. However, if you are denied a health benefit, you can request a review of the decision by the Health Benefits Review Committee.

Ask your worker for a HBRC Request for Review of Decision form. Complete the form and mail it or take it to the office handling your file. Attach letters from your health care provider(s) to support your request. The HBRC will review the documents you submit and send you a decision in writing. For more information on the HBRC process, contact your worker. Please see page 23 for more information about health benefits covered.

Starting an Appeal

You have **30 days** to appeal once you have been advised of the decision and of your right to appeal. You must submit your appeal in writing. You may pick up a Notice of Appeal at any Alberta Human Resources and Employment office (listed on page 35) or from the Appeals Secretariat. (Addresses, phone numbers and web site for the Appeals Secretariat are listed on page 34.)

Once you complete the Notice of Appeal, you can mail it or take it to the office handling your file, or send it to the Appeals Secretariat.

Administrative Review

When your Notice of Appeal is received, a supervisor with Alberta Human Resources and Employment will review it and may call you to discuss the appeal. The supervisor may be able to resolve the matter without an appeal hearing.

Citizens' Appeal Panel

If the matter is not resolved, you will receive a letter advising you of the date, time and location of your appeal hearing. If you do not receive a letter, please contact your financial benefits worker. Any new information should be provided to the supervisor before your appeal hearing date as new information may change the decision affecting your benefits.

If you do not wish the matter to go to a Citizens' Appeal Panel, you must contact Alberta Human Resources and Employment or the Appeals Secretariat. If you wish, you may bring someone to represent or support you. If you have documentation to support your request, you should bring it to the hearing.

Alberta Works staff interpret the laws and regulations that apply to Income Support through policy. The Citizens' Appeal Panel can over-ride a policy, but they cannot change the regulation. For example, the panel cannot give you more money than the regulation allows. You will be advised in writing of their decision. If your situation is an emergency, you should advise the panel at the appeal hearing.

For more information about appeals, contact the Appeals Secretariat:
Edmonton: (780) 427–2709
Calgary: (403) 297–5636
Outside Edmonton or Calgary: call 310–0000 (toll free) and then dial (780) 427–2709.

Web: www.gov.ab.ca/appeals

E-mail: appeals@gov.ab.ca

By mail or in person:
6th Floor Centre West Building
10035 108 Street
Edmonton, AB T5J 3E1

CANADA-ALBERTA SERVICE CENTRES/ ALBERTA SERVICE CENTRES

Alberta Human Resources and Employment can help you with your job search. Call the Career Information Hotline toll-free at 1–800–661–3753 to receive help over the phone or to find the office nearest you.

Athabasca Alberta Service Centre
300, Duniece Centre, 4810 50 St.
Athabasca, AB T9S 1C9
Phone: (780) 675-2243

Barrhead Alberta Service Centre
P.O. Box 4517
Provincial Building, 6203 49 St.
Barrhead, AB T7N 1A4
Phone: (780) 674-8345

Bonnyville Alberta Service Centre
P.O. Box 8115
New Park Place, 5201 44 St.
Bonnyville, AB T9N 2J4
Phone: (780) 826-4175

Brooks Alberta Service Centre
200, 600 Cassils Road E.
Brooks, AB T1R 1M6
Phone: (403) 362-1278

Calgary Fisher Park Canada-Alberta Service Centre
100, Fisher Park II, 6712 Fisher St. SE
Calgary, AB T2H 1X3
Phone: (403) 297-2020

Calgary Labour Market Information Centre
5th Floor Century Park Place
855-8th Ave. S.W.
Calgary, AB T2P 3P1
Phone: (403) 297-6344

Calgary Marlborough Canada-Alberta Service Centre East
1502 Marlborough Mall
515 Marlborough Way N.E.
Calgary, AB T2A 7E7
Phone: (403) 297-2505

Calgary Executive Place Canada-Alberta Service Centre
300, 1816 Crowchild TR. N.W.
Calgary, AB T2M 3Y7
Phone: (403) 297-7200

Calgary South-Central Alberta Service Centre
Main Floor, RPW Building
1021 10 Ave. SW
Calgary, AB T2R 0B7
Phone: (403) 297-2094

Calgary Radisson Centre Alberta Service Centre
Main Floor, 525 28 St. SE
Calgary, AB T2A 6W9
Phone: (403) 297-1907

Camrose Canada-Alberta Service Centre
2nd Floor, 4901 50 Ave.
Camrose, AB T4V 0S2
Phone: (780) 608-2525

Canmore/Bow Corridor Alberta Service Centre
301, 800 Railway Ave.
Canmore, AB T1W 1P1
Phone: (403) 678-2363

Claresholm Alberta Service Centre
P.O. Box 1650
Provincial Building, 109 46 Ave. West
Claresholm, AB T0L 0T0
Phone: (403) 625-4457

Cold Lake Alberta Service Centre
P.O. Box 698, 408, 6501B 51 St.
Cold Lake, AB T9M 1P2
Phone: (780) 594-1984

Crowsnest Pass Alberta Service Centre
P.O. Box 870
Provincial Building, 12501 20 Ave.
Blairmore, AB T0K 0E0
Phone: (403) 562-3285

Drayton Valley Alberta Service Centre
P.O. Box 7595
2nd Floor, Provincial Building
5136 51 Ave.
Drayton Valley, AB T7A 1S7
Phone: (780) 542-3134

Drumheller Alberta Service Centre
P.O. Box 2079
2nd Floor, 180 Riverside Centre
Drumheller, AB T0J 0Y0
Phone: (403) 823-1616

Edmonton City Centre Alberta Service Centre
4th Floor, 10242 105 St.
Edmonton, AB T5J 3L5
Phone: (780) 415-4900

Edmonton Meadowlark Canada-Alberta Service Centre
120 Meadowlark Shopping Centre
15710 87 Ave.
Edmonton, AB T5R 5W9
Phone: (780) 415-8116

Edmonton North Alberta Service Centre
200, 13415 Fort Road
Edmonton, AB T5A 1C6
Phone: (780) 422-9440

Edmonton Northgate Canada-Alberta Service Centre
2000 Northgate Centre,
9499 137 Ave.
Edmonton, AB T5E 5R8
Walk-in only

Edmonton South Canada-Alberta Service Centre
Argyll Centre,
6325 Gateway Boulevard
Edmonton, AB T6H 5H6
Phone: (780) 644-2888

Edmonton West Alberta Service Centre
200 Westcor Bldg.,
12323 Stony Plain Rd.
Edmonton, AB T5N 4A9
Phone: (780) 415-6500

Edson Canada-Alberta Service Centre
102 Provincial Building, 111 54 St.
Edson, AB T7E 1T2
Phone: (780) 723-8317

Fort McMurray Canada-Alberta Service Centre
Main Floor, Provincial Building
9915 Franklin Ave.
Fort McMurray, AB T9H 2K4
Phone: (780) 743-7192

Grande Cache Alberta Service Centre
P.O. Box 240, 702 Pine Plaza Mall
Grande Cache, AB T0E 0Y0
Phone: (780) 827-3335

Grande Prairie Canada-Alberta Service Centre
100 Towne Centre Mall, 9845 99 Ave.
Grande Prairie, AB T8V 0R3
Phone: (780) 538-6241

High Level Alberta Service Centre
Mail Bag 1000, 9806 98 St.
High Level, AB T0H 1Z0
Phone: (780) 841-4315

High Prairie Alberta Service Centre
P.O. Box 849
2nd Floor, Provincial Building
5226 53 Ave.
High Prairie, AB T0G 1E0
Phone: (780) 523-6650

Hinton Alberta Service Centre
568 Carmichael Lane
Hinton, AB T7V 1S8
Phone: (780) 865-8273

Lac La Biche Alberta Service Centre
P.O. Box 420, Provincial Building
9503 Beaverhill Road
Lac La Biche, AB T0A 2C0
Phone: (780) 623-5215

Leduc Alberta Service Centre
4901 50 Ave.
Leduc, AB T9E 6M1
Phone: (780) 980-0557

Lethbridge Canada-Alberta Service Centre
Provincial Building, 200 5 Ave. South
Lethbridge, AB T1J 4L1
Phone: (403) 380-2272

Lloydminster Canada-Alberta Service Centre
5016 48 St.
Lloydminster, AB T9V 0H8
Phone: (780) 871-6445

Medicine Hat Canada-Alberta Service Centre
201, 346 3 St. SE
Medicine Hat, AB T1A 0G7
Phone: (403) 529-3550

Olds Alberta Service Centre
P.O. Box 3810, 4905 50 Ave.
Olds, AB T4H 1P5
Phone: (403) 556-4200

Parkland Alberta Service Centre
Suite 200,
Westgrove Professional Building
131 1 Ave.
Spruce Grove, AB T7X 2Z8
Phone: (780) 962-8681

Peace River Alberta Service Centre
Mail Bag 900-15, Midwest Building
9715 100 St.
Peace River, AB T8S 1T4
Phone: (780) 624-6135

Pincher Creek Alberta Service Centre
P.O. Box 2138
160 Provincial Building, 782 Main St.
Pincher Creek, AB T0K 1W0
Phone: (403) 627-1125

Red Deer Alberta Service Centre
109, Provincial Building, 4920 51 St.
Red Deer, AB T4N 6K8
Phone: (403) 340-5439

Red Deer Canada-Alberta
Service Centre
3rd Floor, First Red Deer Place
4911-51 St.
Red Deer, AB T4N 6V4
Phone: (403) 340-5353

Rocky Mountain House Alberta Service Centre
P.O. Box 1180
Main Floor, New Provincial Building
4919 51 St.
Rocky Mountain House, AB T4T 1A8
Phone: (403) 845-8590

Sherwood Park Alberta Service Centre
Strathcona Place, 340 Sioux Road
Sherwood Park, AB T8A 3X6
Phone: (780) 464-7000

Slave Lake Canada-Alberta Service Centre
P.O. Box 70
2nd Floor, Lakeland Centre
101 Main St. South
Slave Lake, AB T0G 2A0
Phone: (780) 849-7290

St. Albert Alberta Service Centre
Provincial Building
30 Sir Winston Churchill Ave.
St. Albert, AB T8N 3A3
Phone: (780) 458-9400

St. Paul Canada-Alberta Service Centre
P.O. Box 309, 5126 50 Ave.
St. Paul, AB T0A 3A0
Phone: (780) 645-6473

Stettler Alberta Service Centre
Mail Bag 600, 4835 50 St.
Stettler, AB T0C 2L0
Phone: (403) 742-7586

Taber Alberta Service Centre
Provincial Building, 5011 49 Ave.
Taber, AB T1G 1V9
Phone: (403) 223-7921

Vegreville Alberta Service Centre
24 Husky Plaza Mall, 5341 50 Ave.
Vegreville, AB T9C 1P8
Phone: (780) 632-5453

Vermilion Alberta Service Centre
P.O. Box 25
Provincial Building, 4701 52 St.
Vermilion, AB T9X 1J9
Phone: (780) 853-8164

Wainwright Alberta Service Centre
19, Provincial Building
810 14 Ave.
Wainwright, AB T9W 1R2
Phone: (780) 842-7500

Westlock Alberta Service Centre
10211 100 St.
Westlock, AB T7P 2G5
Phone: (780) 349-7700

Wetaskiwin Alberta Service Centre
1st Floor, Macadil Building
5201 51 Ave.
Wetaskiwin, AB T9A 0V5
Phone: (780) 361-1272

Whitecourt Alberta Service Centre
P.O. Box 749, 202 Midtown Mall
5115 49 St.
Whitecourt, AB T7S 1N7
Phone: (780) 778-7149

Expectations

While you are receiving Income Support, you are expected:

- *to be honest and accurate about your situation, including how much money you receive each month, your assets and your dependants, and to report any changes in your circumstances,*
- *to seek employment if you are able to work,*
- *to become as independent as you can,*
- *to apply for all available resources to support yourself and your family, including child support, GST and income tax refunds, and*
- *to use your Income Support benefits for the intended purpose.*

If you do not meet these expectations, you may have to pay back some of the money you received. If you intentionally give false, incomplete or misleading information, you may also have your benefits reduced or suspended or face charges or other penalties.

COMMON ABBREVIATIONS

(Listed alphabetically by first letter)

AADAC: Alberta Alcohol and Drug Abuse Commission

AADL: Alberta Aids to Daily Living

AAHB: Alberta Adult Health Benefit

ACHB: Alberta Child Health Benefit

AHRE: Alberta Human Resources and Employment

AISH: Assured Income for the Severely Handicapped

ALIS: Alberta Learning Information Service

CASC: Canada-Alberta Service Centre

CEC: Career and Employment Counsellor

CRA: Canada Revenue Agency

CFSA: Child and Family Services Authority

CPP: Canadian Pension Plan

CPP-D: Canada Pension Plan Disability Pension

CRC: Client Reporting Card

CSS: Child Support Services

EI: Employment Insurance

ETW: Expected to Work client type

FBW: Financial Benefits Worker

GST: Goods and Services Tax

FOIP: Freedom of Information and Protection of Privacy Act

HBC: Health Benefits Card, formerly called a Medical Services Card

ID: Identification

IESA: Income and Employment Supports Act

JOBS: Canada-Alberta Job Order Bank Service

LMIC: Labour Market Information Centre

MEP: Maintenance Enforcement Program

NCBS: National Child Benefit Supplement

NETW: Not Expected to Work client type

Alberta

alberta works

Financial Benefits Summary

Effective August 1, 2005

This fact sheet summarizes financial benefits that may be provided to eligible clients through the Income Support Program. Eligibility and amounts paid are governed by the Income and Employment Supports Act and regulations and are subject to change.

Four-digit computer codes are listed for the administration of benefits for clients assessed as Expected to Work (ETW) and Not Expected to Work (NETW). Codes are not used for Learners.

Core Benefits

Core benefits consist of the following:

- **Core Essential:** For food, clothing (including diapers), household needs (including furniture, appliances and household supplies), personal needs, installation and use of a telephone, laundry, transportation (including school transportation, or costs associated with owning a vehicle), and moves within Alberta.
- **Core Shelter:** For rent, mortgage, utilities (except for electricity in social housing), heating fuel, municipal taxes, insurance, condominium fees, lot rental, homeowner's maintenance and damage deposit.
- **Actual electricity costs:** Clients residing in social housing. Total eligible for not to exceed Private Housing rates.
  Code 1201

Monthly Core Benefits for Not Expected to Work (NETW)

Household Composition	Core Essential (1430)	Core Shelter			Total Core Benefits			2005-06 NCBS Rate (0 - 17 yrs)
		Living w. Relatives* (1134)	Social Housing (1115)	Private Housing (1130)	Living w. Relatives*	Social Housing	Private Housing	
Single Adult	$254	$100	$120	$303	$354	$374	$557	$0
Single adult, 1 child	$304	$100	$212	$482	$404	$516	$786	$144
2 children	$345	$100	$260	$556	$445	$605	$901	$269
3 children	$404	$100	$317	$578	$504	$721	$982	$387
4 children	$457	$100	$377	$599	$557	$834	$1,056	$506
5 children	$511	$100	$437	$619	$611	$948	$1,130	$624
6 children	$567	$100	$496	$639	$667	$1,063	$1,206	$742
Couple, no children	$456	$100	$193	$436	$556	$649	$892	$0
Couple, 1 child	$473	$100	$262	$556	$573	$735	$1,029	$144
2 children	$526	$100	$317	$578	$626	$843	$1,104	$269
3 children	$580	$100	$377	$599	$680	$957	$1,179	$387
4 children	$633	$100	$437	$619	$733	$1,070	$1,252	$506
5 children	$687	$100	$496	$639	$787	$1,183	$1,326	$624
6 children	$743	$100	$555	$659	$843	$1,298	$1,402	$742
Each add'l child add	$56	$0	$0	$20	$56	$56	$76	$119
Each child 12-19 add	$33	$0	$0	$0	$33	$33	$33	N/A
Each child 18-19 add**	$134	$0	$0	$0	$134	$134	$134	N/A

Monthly Core Benefits for Expected to Work (ETW)

Household Composition	Core Essential (1430)	Core Shelter			Total Core Benefits			2005-06 NCBS Rate (0 - 17 yrs)
		Living w. Relatives* (1134)	Social Housing (1115)	Private Housing (1130)	Living w. Relatives*	Social Housing	Private Housing	
Single Adult	$234	$0	$120	$168	$234	$354	$402	$0
Single adult, 1 child	$304	$100	$212	$428	$404	$516	$732	$144
2 children	$345	$100	$260	$503	$445	$605	$848	$269
3 children	$404	$100	$317	$524	$504	$721	$928	$387
4 children	$457	$100	$377	$546	$557	$834	$1,003	$506
5 children	$511	$100	$437	$566	$611	$948	$1,077	$624
6 children	$567	$100	$496	$586	$667	$1,063	$1,153	$742
Couple, no children	$436	$0	$193	$336	$436	$629	$772	$0
Couple, 1 child	$473	$100	$262	$503	$573	$735	$976	$144
2 children	$526	$100	$317	$524	$626	$843	$1,050	$269
3 children	$580	$100	$377	$546	$680	$957	$1,126	$387
4 children	$633	$100	$437	$566	$733	$1,070	$1,199	$506
5 children	$687	$100	$496	$586	$787	$1,183	$1,273	$624

Supplement to Core Benefits

- **NCBS:** Rates assume families with children are receiving the maximum National Child Benefit Supplement (NCBS). A NCBS Replacement Benefit is issued if the parent is not eligible for maximum NCBS.
  Rate: Supplement up to the maximum NCBS rate
  Code 1427
- **Earnings Replacement Benefit:** ETW households where all adults are temporarily not able to work/train (03-04-02).
  Rate: $50 per household unit
  Code 1731
- **Handicap Benefit:** Adults assessed as severely handicapped, as defined by the AISH Act.
  Rate: $175
  Code 1501
- **Personal Needs Supplement:** Adults assessed as NETW.
  Rate: $78
  Code 1422
- **High School Incentive:** For 16-19 year old parents attending school, where they and their child(ren) are dependants on an Income Support file and the high school student is the legal guardian.
  Rate: See IS 02-05-13.
  Code 1420

Other Rates

- These rates apply for individuals requiring food only:
  - Household unit with one adult: $143
  - Household unit with two adults: $137 per adult
  - Children: $83 per child

  Core Essential
  Code 1430
- Comforts allowance for individuals who live in nursing homes, auxiliary hospitals, Gunn Centre, or Youngstown Home.
  Rate: $56
  Code 1405
- Special shelter rates apply for people in nursing homes, hospitals, group homes, and homes approved by Alberta Health and Wellness Mental Health Branch.
- Learner households in Fort McMurray living in private housing receive an additional shelter amount.
  Rate: $300

Health Benefits

People eligible for Income Support also receive health benefits for themselves and their dependants, unless they receive coverage through the federal government or full coverage from their employer. Income Support health benefits cover premium-free Alberta Health Care, basic dental care, eye exams and glasses, prescriptions, essential diabetic supplies and emergency ambulance services.

In some circumstances, people leaving Income Support may continue receiving health benefits through the Alberta Adult Health Benefit. This includes ETW parents and all NETW clients who leave Income Support for work.

2 children	$345	$100	$260	$556	$445	$605	$901	$269
3 children	$404	$100	$317	$578	$504	$721	$982	$387
4 children	$457	$100	$377	$599	$557	$834	$1,056	$506
5 children	$511	$100	$437	$619	$611	$948	$1,130	$624
6 children	$567	$100	$496	$639	$667	$1,063	$1,206	$742
Couple, no children	$456	$100	$193	$436	$556	$649	$892	$0
Couple, 1 child	$473	$100	$262	$556	$573	$735	$1,029	$144
2 children	$526	$100	$317	$578	$626	$843	$1,104	$269
3 children	$580	$100	$377	$599	$680	$957	$1,179	$387
4 children	$633	$100	$437	$619	$733	$1,070	$1,252	$506
5 children	$687	$100	$496	$639	$787	$1,183	$1,326	$624
6 children	$743	$100	$555	$659	$843	$1,298	$1,402	$742
Each add'l child add	$56	$0	$0	$20	$56	$56	$76	$119
Each child 12-19 add	$33	$0	$0	$0	$33	$33	$33	N/A
Each child 18-19 add**	$134	$0	$0	$0	$134	$134	$134	N/A

Monthly Core Benefits for Expected to Work (ETW)

Household Composition	Core Essential (1430)	Core Shelter			Total Core Benefits			2005-06 NCBS Rate (0-17 yrs)
		Living w. Relatives* (1134)	Social Housing (1115)	Private Housing (1130)	Living w. Relatives*	Social Housing	Private Housing	
Single Adult	$234	$0	$120	$168	$234	$354	$402	$0
Single adult, 1 child	$304	$100	$212	$428	$404	$516	$732	$144
2 children	$345	$100	$260	$503	$445	$605	$848	$269
3 children	$404	$100	$317	$524	$504	$721	$928	$387
4 children	$457	$100	$377	$546	$557	$834	$1,003	$506
5 children	$511	$100	$437	$566	$611	$948	$1,077	$624
6 children	$567	$100	$496	$586	$667	$1,063	$1,153	$742
Couple, no children	$436	$0	$193	$336	$436	$629	$772	$0
Couple, 1 child	$473	$100	$262	$503	$573	$735	$976	$144
2 children	$526	$100	$317	$524	$626	$843	$1,050	$269
3 children	$580	$100	$377	$546	$680	$957	$1,126	$387
4 children	$633	$100	$437	$566	$733	$1,070	$1,199	$506
5 children	$687	$100	$496	$586	$787	$1,183	$1,273	$624
6 children	$743	$100	$555	$606	$843	$1,298	$1,349	$742
Each add'l child add	$56	$0	$0	$20	$56	$56	$76	$119
Each child 12-19 add	$33	$0	$0	$0	$33	$33	$33	N/A
Each child 18-19 add**	$134	$0	$0	$0	$134	$134	$134	N/A

Monthly Core Benefits for Learners (not receiving Employment Insurance)

Household Composition	Core Essential	Core Shelter			Total Core Benefits			2005-06 NCBS Rate (0-17 yrs)
		Living w. Relatives*	Social Housing	Private Housing	Living w. Relatives*	Social Housing	Private Housing	
Single Adult	$395	$100	$120	$323	$495	$515	$718	$0
Single adult, 1 child	$650	$100	$212	$546	$750	$862	$1,196	$144
2 children	$825	$100	$260	$566	$925	$1,085	$1,391	$269
3 children	$1,006	$100	$317	$586	$1,106	$1,323	$1,592	$387
4 children	$1,188	$100	$377	$606	$1,288	$1,565	$1,794	$506
5 children	$1,368	$100	$437	$626	$1,468	$1,805	$1,994	$624
6 children	$1,424	$100	$496	$646	$1,524	$1,920	$2,070	$742
Couple, no children	$493	$100	$193	$369	$593	$686	$862	$0
Couple, 1 child	$734	$100	$262	$575	$834	$996	$1,309	$144
2 children	$887	$100	$317	$595	$987	$1,204	$1,482	$269
3 children	$1,057	$100	$377	$605	$1,157	$1,434	$1,662	$387
4 children	$1,215	$100	$437	$625	$1,315	$1,652	$1,840	$506
5 children	$1,374	$100	$496	$645	$1,474	$1,870	$2,019	$624
6 children	$1,430	$100	$555	$665	$1,530	$1,985	$2,095	$742
Each add'l child add	$56	$0	$0	$20	$56	$56	$76	$119
Each child 18-19 add**	$134	$0	$0	$0	$134	$134	$134	N/A

* Relative is an adult who is the parent, step-parent, adoptive parent, grandparent, child or grandchild of one of the adults in the household unit.

** 18 and 19 year old dependants must be attending high school

dependants on an Income Support file and the high school student is the legal guardian.
Rate: See IS 02-05-13.
Code 1420

Other Rates

- These rates apply for individuals requiring food only:
  - Household unit with one adult: $143
  - Household unit with two adults: $137 per adult
  - Children: $83 per child

  Core Essential
  Code 1430
- Comforts allowance for individuals who live in nursing homes, auxiliary hospitals, Gunn Centre, or Youngstown Home.
  Rate: $56
  Code 1405
- Special shelter rates apply for people in nursing homes, hospitals, group homes, and homes approved by Alberta Health and Wellness Mental Health Branch.
- Learner households in Fort McMurray living in private housing receive an additional shelter amount.
  Rate: $300

Health Benefits

People eligible for Income Support also receive health benefits for themselves and their dependants, unless they receive coverage through the federal government or full coverage from their employer. Income Support health benefits cover premium-free Alberta Health Care, basic dental care, eye exams and glasses, prescriptions, essential diabetic supplies and emergency ambulance services.

In some circumstances, people leaving Income Support may continue receiving health benefits through the Alberta Adult Health Benefit. This includes ETW parents and all NETW clients who leave Income Support for work. Low-income parents not receiving Income Support may apply for health benefits for their children through the Alberta Child Health Benefit.
Code 1900s

Alberta Works helps unemployed people find and keep jobs, helps people cover their basic costs of living and helps employers meet their need for skilled workers. For more information about Alberta Works Employment and Training Services, Income Support, Health Benefits and Child Support Services:

Click: www.gov.ab.ca/hre/albertaworks

ETW/NETW call the:
Income Support Contact Centre:
Toll free: 1-866-644-5135
Edmonton area: (780) 644-5135

Learners call the:
Student Funding Contact Centre:
Toll free: 1-800-222-6485
Edmonton area: (780) 427-3722

Come in: Visit your local Alberta or Canada-Alberta Service Centre

Supplementary Benefits (partial list)

Supplementary benefits provide additional money for particular needs. To receive these benefits, people must meet the eligibility criteria outlined in the Income Support policy manual (ETW, NETW) and Helper's Guide (Learners). Verification may be required.

a) Continuous

Additional Shelter
Actual cost in excess of core shelter for:
Household units of six or more
Accommodation adapted for a disability
Health would be endangered by a move
Rate: Up to $300/month
Code 1109

Childcare
Private
Rate: Up to $4/hr per child plus $1.50 for each additional child up to maximum amounts described in policy (03-04-04).
Code 1703

By Grandparent
Grandparent not residing in same house.
Rate: $150 per child/month
Code 1702

Day Care
The parent portion after subsidy.
Code 1708

Medical Extraordinary Transportation
Access to medical services covered by the Alberta Health Care Insurance Plan for severe health problems.
Rate: Actual cost for bus pass, taxi, or $0.12 per km
Code 1705

Special Diet
Monthly Rate Per Adult or Child
Low Sodium / Low Cholesterol / Lactose Free / High Calcium / High Fibre / High Protein: $20
Pregnancy / Breast Feeding up to 12 months: $20
High Calorie (over 2500 calories): $36
AIDS / HIV / Hepatitis C: $36
Diabetic: $40
Milk Free: $50
Celiac / Gluten Free: $80
Infant Diet: Difference between food rate and actual cost of formula.
Renal Failure/Insufficiency: $110
Code 1701

Transportation to Day or Employment Programs
For individuals assessed as Not Expected to Work who are attending a day or employment program.
Rate: Actual cost for bus pass, taxi, or $0.12 per km
Code 1723

Extraordinary Training Travel (For Learners Only)
For full-time Learners who are required to travel to an approved training program in a different community from where they reside and where public transportation is not a workable option, and/or their partner requires transportation as a condition of employment and/or to coordinate transportation of the dependent children.
Rate: $0.12 per km

Other Resources Available to Income Support Clients Include:

Canada Child Tax Benefit (CCTB)

CCTB is paid monthly July to June based on the previous year's income.

CCTB = Child Tax Benefit (CTB) + Child Disability Benefit (CDB) + National Child Benefit Supplement (NCBS)

See: www.ccra-adrc.gc.ca/benefits

Goods and Services Tax Credit (GST)

GST credit is paid quarterly based on the previous year's income.

b) Non-continuous

Alberta Centennial Education Savings (ACES) Benefit
To cover costs of establishing a RESP to access ACES for children under 2 born on or after January 1, 2005.
Rate: $100
Code 1858

AADAC Allowance
Residential addictions treatment in an AADAC operated or funded facility or one approved by the Minister.
Rate: $15 per day
Code 1830

Children's School Expenses

$50	Age 4 or 5 and in kindergarten
$100	Age 6 to11 or in grades 1 to 6
$175	Age 12 or older or in grades 7 to 12

Code 1802

Community Living Start-Up Allowance
For setting up residence after leaving an institution for disability or mental illness.
Rate: Maximum $1,000
Code 1835

Damage Deposit
For persons leaving abusive situations with spouse/partner or if 55 or over, an abusive living situation.
Rate: Up to private housing core shelter rate
Code 1801

Day Care Deposit/Registration
Issued when required to secure day care.
Rate: Actual Cost
Code 1831 Deposit
Code 1867 Registration

Employment Maintenance Allowance
For households with dependent children.
To assist with expenses associated with maintaining employment.
Rate: $120 per working parent. For ETW/NETW per calendar year. For Learners from August 1 to July 31
Code 1832

Employment Training and Transition Supports
For participation in employment preparation programs, training, or to seek or obtain employment.
Rate: Actual cost up to $300 per adult. For ETW/NETW per calendar year. For Learners from August 1 to July 31.
Code 1827HH
Code 1857S/P

Escaping Abuse
For individuals leaving an abusive situation who need to establish a residence in the community.
Rate: $1,000
Code 1849

Medical/Surgical Supplies
Rate: Actual cost up to $2,000
Code 1912

Natal Allowance
Supplies for baby up to 6 months of age.
Rate: $250 per child
Code 1819

NCBS Temporary Replacement Benefit
Code 1836

Non-Emergency Travel Related Benefits
For travel to receive non-emergency health services, residential addictions treatment, appear in court or comply with court requirements by Child Support Services, or complete DNA testing.

Travel	Bus pass, taxi, or $0.12 per km	**Code 1828**
Accommodation	Actual cost	**Code 1863**
Food	$10 per adult/ $5 per child per day	**Code 1864**
Childcare	Appropriate childcare cost and code	

Relocation Allowance

Pregnancy / Breast Feeding up to 12 months: $20

High Calorie (over 2500 calories): $36

AIDS / HIV / Hepatitis C: $36

Diabetic: $40

Milk Free: $50

Celiac / Gluten Free: $80

Infant Diet: Difference between food rate and actual cost of formula.

Renal Failure/Insufficiency: $110

Code 1701

Transportation to Day or Employment Programs

For individuals assessed as Not Expected to Work who are attending a day or employment program.

Rate: Actual cost for bus pass, taxi, or $0.12 per km

Code 1723

Extraordinary Training Travel (For Learners Only)

For full-time Learners who are required to travel to an approved training program in a different community from where they reside and where public transportation is not a workable option, and/or their partner requires transportation as a condition of employment and/or to coordinate transportation of the dependent children.

Rate: $0.12 per km

Other Resources Available to Income Support Clients Include:

Canada Child Tax Benefit (CCTB)

CCTB is paid monthly July to June based on the previous year's income.

CCTB = Child Tax Benefit (CTB) + Child Disability Benefit (CDB) + National Child Benefit Supplement (NCBS)

See: www.ccra-adrc.gc.ca/benefits

Goods and Services Tax Credit (GST)

GST credit is paid quarterly based on the previous year's income.

Maximum annual rate

Single Person	$347
Couple	$454 + $120 for each child
Single Parent	$574 + $120 for second and additional children

Earnings Exemption

Income Support recipients can increase their total monthly income by working. They keep all of their wages, and only a portion of their earnings are taken into account when their financial benefits are calculated. This is called an Earnings Exemption.

ETW/NETW

Net employment income is partially exempt.

- **Single parents:** First $230 exempt, plus 25% of any amount over $230
- **Couples:** First $115 exempt, plus 25% of any amount over $115 (for each working adult)
- **Singles:** First $115 exempt, plus 25% of any amount over $115

Learners

Net adult employment income is partially exempt.

- **Learners:** First $230 exempt, plus 25% of any amount over $230
- **Spouse/Partner of Learner:** First $230 exempt, plus 25% of any amount over $230

Dependent Children

- **Attending school:** Net employment income is 100% exempt
- **Not attending school:** First $350 is exempt, plus 25% of any amount over $350

Employment Maintenance Allowance

For households with dependent children.

To assist with expenses associated with maintaining employment.

Rate: $120 per working parent. For ETW/NETW per calendar year. For Learners from August 1 to July 31

Code 1832

Employment Training and Transition Supports

For participation in employment preparation programs, training, or to seek or obtain employment.

Rate: Actual cost up to $300 per adult. For ETW/NETW per calendar year. For Learners from August 1 to July 31.

Code 1827HH

Code 1857S/P

Escaping Abuse

For individuals leaving an abusive situation who need to establish a residence in the community.

Rate: $1,000

Code 1849

Medical/Surgical Supplies

Rate: Actual cost up to $2,000

Code 1912

Natal Allowance

Supplies for baby up to 6 months of age.

Rate: $250 per child

Code 1819

NCBS Temporary Replacement Benefit

Code 1836

Non-Emergency Travel Related Benefits

For travel to receive non-emergency health services, residential addictions treatment, appear in court or comply with court requirements by Child Support Services, or complete DNA testing.

Travel	Bus pass, taxi, or $0.12 per km	**Code 1828**
Accommodation	Actual cost	**Code 1863**
Food	$10 per adult/ $5 per child per day	**Code 1864**
Childcare	Appropriate childcare cost and code	

Relocation Allowance

Most economical actual cost for:

Confirmed employment	**Code 1804**
Moving out of Alberta (financial and social support)	**Code 1833**
Escaping abuse	**Code 1865**

Utility Connection (for each eligible utility)

Rate: Actual cost

Code 1817

Utility Deposit (for each eligible utility)

After first issue, subject to repayment.

Rate: Actual cost

Code 1820

Utility Reconnection (for each eligible utility)

Subject to repayment.

Rate: Actual Cost

Code 1829

Emergency Allowance

Situation is beyond individual's control, presents a serious health risk, and cannot wait until the next benefit period.

Replacement clothes: $214 per adult, $160 per child.	**Code 1842**
Food – travel: $10 per adult; $5 per child per day	**Code 1850**
Food – non travel: $22 per adult, $14 per child per month	**Code 1841**
Childcare	**Code 1840**
Accommodation	**Code 1843**
Accommodation – abuse situation	**Code 1848**
Transportation: Actual cost of public transportation or $0.12 per km	**Code 1844**
Home repairs (repayment required)	**Code 1846**
Appliance repairs (repayment required)	**Code 1845**
Utility arrears (after first issue, repayment required)	**Code 1807**
Other emergency needs (Director's approval): max. $1,000	**Code 1847**

To share your comments on this guide or to order copies contact Alberta Human Resources and Employment Communications:

Call
Toll free: 310-0000 and then enter 780-427-5585
Edmonton area: (780) 427-5585
Fax : (780) 427-5988
E-mail: ahre.communications@gov.ab.ca

If you have an inquiry about your cheque, contact your worker or call the cheque info line at (780) 427-6942.

You can phone any Alberta government number toll-free by dialing 310-0000, then entering the number you need.
TTY only dial: 1-800-232-7215.
Toll-free cell phone access dial: *310 or #310.

This Guide is available online at www.gov.ab.ca/hre/albertaworks

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